

Case Study

BPO



Decipha Uses Kofax Distributed Capture Solution to Aid Document Processing Productivity for Customers

Kofax Intelligent Capture & Exchange Assists Leading Business Process Outsourcing Service Provider to Process Millions of Pages Each Month for Clients

The Situation

One of Australia's leading business process outsourcing (BPO) firms, Decipha is a specialist provider of information logistics services. A business of Australia Post, the Australian government-owned postal service, the organization employs more than 500 staff members within six states and territories and provides a broad range of document and mail management services.

The company focuses on two main types of outsourcing services – mailroom services and electronic solutions – for a wide array of financial, insurance, retail, manufacturing, service and government organizations

among others from its six separate networked centers. These include mailroom management, forms processing, automated data capture, image indexing, mail scanning, accounts payable and receivable data processing, among other options. The organization focuses on customized solutions that improve incoming information flow for customers.

Decipha receives and processes customer documents at six different sites within Australia – Western Australia, Queensland, South Australia, New South Wales, Australia Capital Territory and Victoria. Decipha also provides similar BPO services for clients in Tasmania through a third-party relationship. All centers are networked to enable post-processing work to be managed and distributed between locations.

With the availability of Kofax capabilities for use with its clients, Decipha has been able to significantly increase its processing capacity for many of its customers without sacrificing quality control.

The Challenge

Customers turn to Decipha to handle day-to-day business tasks with regard to their incoming documentation. In doing so, they can then focus on their core business and be able to sustain continued business growth without a corresponding linear growth in operational costs.

Decipha's ability to excel for clients depends on a number of factors, but two are especially vital to its success. First is the ability to streamline and define business processes for clients, which helps their customers increase efficiency, reduce costs, manage risks and ensure compliance with regulatory and compliance frameworks such as Basel II (financial services), HIPAA (insurance) and Sarbanes-Oxley (publicly-held entities). Second is the ability to customize solutions for clients through identifying and recommending the best possible combination of technology (from the various alternatives utilized by Decipha) and labor (for the manual processing functions – i.e. scanning, data entry and validation).

The Solution

As a solution option to aid them in providing comprehensive information logistics services to their diverse mix of BPO clientele, Decipha engaged Kofax to assist with the implementation of an enterprise-wide distributed capture system. Each of the separate processing sites now operates with a complete Kofax Intelligent Capture & Exchange solution, which includes:

- **Kofax Capture**, the world's leading information capture platform, which automates data capture from scanned paper or imported documents.
- **Kofax Transformation Modules (KTM)**, which streamline the transformation of business documents into structured electronic information by automating the processes of document classification and data extraction.
- **Kofax Capture Network Server (KCNS)** which enables the capture of documents and data from an organization's remote offices directly into the central Kofax Capture system.
- **Kofax VirtualReScan (VRS)**, the de facto standard for capture productivity and quality throughout a document's lifecycle.

With Kofax capabilities in place, Decipha has the opportunity to deliver faster and higher quality document processing results to customers. For instance, their mail processing center clients previously handled all daily mail manually. These clients now have the option whereby Decipha quickly scans and categorizes documents, and the Kofax software then facilitates the delivery of data and images directly into client servers in electronic format via a range of secure transmission options. Data is ready for processing according to client SLA's which can be as early as prior to business hours the same morning of receipt, resulting in improved efficiency and reduced operational costs.

Results

With the availability of Kofax capabilities for use with its clients, Decipha has been able to significantly increase its processing capacity for many of its customers without sacrificing quality control. Most importantly, the Decipha solution is using Kofax's capabilities to help these customers stay competitive in their industries.

For example, one Decipha customer deals with a high volume of insurance claim applications and various supporting attachments, such as insurance policy documents, color photographs and medical reports. Through the use of Kofax's capabilities documents are able to be scanned at any Decipha site. As each set of customer documents is received in an envelope, document separators scan images and recognize that they belong to the same application. KTM retrieves vital information from the document, categorizes the data, and then extracts and validates the resulting information either via a predefined format or a back-end database.

Kofax's capabilities have assisted Decipha in implementing an enhanced business process for this leading insurance company, which resulted in a greatly improved processing turnaround time.

To learn more on Decipha, go to www.decipha.com.au or visit the Kofax web site at www.kofax.com for additional information!